

Staff code of conduct

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Cross reference/related documents:	1.0 Policies and procedures manual 4.0 Staff handbook	

1.0 Rationale and principles which this policy seeks to uphold

- 1.1 The University sets high standards for the performance of its staff.
- 1.2 The University has an environment in which all can contribute and develop, to their full potential.
- 1.3 The University has in place a framework through which to guide staff in their conduct, monitor that conduct, and take action should staff fail to observe required standards of conduct.

2.0 Scope

- 2.1 Applies to all staff of the University.
- 2.2 Applies to relationships staff have with individuals within and external to the University.

3.0 Policy

Professional conduct

- 3.1 Staff are expected to:
 - 3.1.1 comply with University policies and procedures;
 - 3.1.2 provide high quality professional services;

- 3.1.3 develop an appreciation of the academic culture, of the traditions and values of the University, and of the roles of colleagues at all levels;
- 3.1.4 be sensitive to the multiplicity of clients served by the University and to the need to balance conflicting demands;
- 3.1.5 act with integrity, honesty, fairness, professional impartiality, diligence, and without discrimination;
- 3.1.6 observe due care, objectivity and respect for confidentiality;
- 3.1.7 be explicit and straightforward in their dealings with colleagues and clients;
- 3.1.8 ensure that personal interest does not override the needs of clients;
- 3.1.9 accept responsibility for their actions;
- 3.1.10 challenge existing practices and ideas when necessary;
- 3.1.11 be committed to their own personal and professional development by seeking new knowledge and skills to enhance professional performance;
- 3.1.12 foster the development of others by sharing expertise and good practice and by encouraging employers to support professional development.

Personal conduct

3.2 All staff are expected to:

- 3.2.1 conduct themselves courteously and with consideration for others;
- 3.2.2 be smartly presented (no jeans, no shorts, no trainers). Men are required to wear shirts and ties or wear local national dress. Women are required to dress modestly or wear national dress;
- 3.2.3 refrain from making personal business or personal during business hours except in an emergency;
- 3.2.4 support team work and assist colleagues, always bearing in mind the effect of their behaviour on others, especially in open plan areas.

Attendance

- 3.3 The University's operating hours are normally between 0800 and 2200. Full-time staff are expected to work for a minimum of nine hours including a one-hour lunch break per day and such hours as are necessary to fulfil their duties. Staff may be expected, from time to time, to work different hours in accordance with the University's operating needs and as far as possible this will be by agreement.
- 3.4 Staff are expected to be present on campus, but may, with the prior written permission of their Dean of Faculty or the Registrar and Chief Administrative Officer, work from home or elsewhere. However, staff must be contactable and able to come onto campus at short notice.

Collegiality

3.5 Staff are expected to:

- 3.5.1 maintain orderly workspaces that should be left in a tidy state every evening before leaving the office. All staff must maintain files in a clear and logical way that would facilitate access by others in the event of their absence;
- 3.5.2 keep other colleagues informed as necessary to help them fulfil their duties most effectively. Staffs are expected to help others when necessary.

- 3.6 Any suggestions for improvement are welcomed at any time and can be either raised with the relevant officer, at periodic staff meetings or in writing to the Registrar and Chief Administrative Officer.

Etiquette that observes the UAE context

- 3.7 Staff are expected to dress appropriately for an Islamic environment, which is as stated above.
- 3.8 No discussions should be entered into with students about local customs and their impact on society. This is out of respect for Emirati students. However, if an Emirati student raises the issue, then discussion may follow.
- 3.9 The auditorium should designate areas for women to sit apart from men, should they wish.
- 3.10 Male staff should not sit in the area designated for women, nor encroach on that space (they should leave several chairs or a row of chairs between).
- 3.11 In the University Common Room space should be provided for women to eat privately.
- 3.12 Sometimes a man or woman may not wish to shake hands with a person of the opposite gender. Men should not offer their hands to women. Men should wait to see if a woman offers her hand first.
- 3.13 The family name (tribal name) of Emiratis should not be published. The first name and father's name only should be used. Any designation such as Sheikh or Sheikha should always be used.
- 3.14 No mention should be made of a female student's appearance, particularly their eyes and face.
- 3.15 Staff should be aware of the following in relation to class activities:
- 3.15.1 male members of staff should knock on the classroom door and open it slightly, and announce their presence. The female students will tell the lecturer when it is clear to enter the room after they have adjusted their abayas/sheylas/hijabs.
 - 3.15.2 If some female students wish to sit together in a specific area, male students should be encouraged to sit elsewhere;
 - 3.15.3 caution in organising group work is recommended until the class members gain confidence and trust in each other;
 - 3.15.4 a screen may be requested by a female student and should be provided without comment.